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ABSTRACT

This document, which is designed for use in developing a tech prep competency profile for the occupation of health information technician, lists technical competencies and competency builders for 14 units pertinent to the health technologies cluster in general and 6 units specific to the occupation of emergency medical technician. The following skill areas are covered in the general units: employability; professionalism; teamwork; computer literacy; documentation; infection control and risk management; medical terminology; anatomy, physiology, and pathology; medical law and ethics; psychology of stress; psychology of human relations; first aid and medical emergencies; general administrative duties; and basic pharmacology. Among the competencies included in the six units pertaining to health information processing, maintenance, clerical functions, quality control, report preparation, and supervision are the following: assemble, analyze, retrieve, maintain, and abstract patient health records; prepare health records for courts of deposition; maintain registries; code diagnoses and procedures; maintain computer files; compose electronic reports/correspondence; distribute information; evaluate procedures for processing and releasing patient information; gather, validate, and analyze data to support patient-related information system needs; and design, implement, and evaluate patient information department services and operations systems. (MN)

ED 387 694

TECH PREP

"GET SERIOUS . . . ABOUT SUCCESS"

CE070028

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Health Information Technician

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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COLLEGE OF EDUCATION
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Health Information Technician

NOTE: Each TCP should respond to labor market demands in your area. Therefore, the following pages should be examined before being selected for use in TCP Part I (See "The TCP Process" Tab). For example, some units may not apply to your situation, nor might all the competencies within each unit be appropriate. Also, note that several units appear within each of the twelve occupations in this binder. Those "common" units should only appear once in the draft competency list for TCP Part I if you are compiling several occupations in a cluster format (See "TCP Matrix" Tab).

Units to Consider:	Page
Employability Skills	HIT-3
Professionalism	HIT-8
Teamwork	HIT-12
Computer Literacy	HIT-14
Documentation	HIT-15
Infection Control and Risk Management	HIT-16
Medical Terminology	HIT-23
Anatomy, Physiology, and Pathology	HIT-24
Medical Law and Ethics	HIT-31
Psychology of Stress	HIT-33
Psychology of Human Relations	HIT-35
First Aid and Medical Emergencies	HIT-38
General Administrative Duties	HIT-40
Basic Pharmacology	HIT-46
Health Information Processing	HIT-48
Health Information Maintenance	HIT-50
Health Information Clerical Functions	HIT-53
Health Information Quality Control	HIT-56
Health Information Report Preparation	HIT-61
Health Information Supervision	HIT-62

DON'T FORGET TO INSERT YOUR ACADEMIC COMPETENCIES HERE

Communications Literacy, Mathematics Literacy, Science Literacy, and Technology Literacy have been removed so that you may insert your own academic lists here.

COMMUNICATIONS LITERACY

(e.g., Reading, Writing, Speaking, and Listening)

MATHEMATICS LITERACY

(e.g., Algebra, Geometry, Trigonometry, Calculus)

SCIENCE LITERACY

(e.g., Physical Science, Environmental Science, Agriscience, Biology, Chemistry, Physics, Anatomy & Physiology)

TECHNOLOGY LITERACY

(i.e., the impact of technology on humans and their home, work, and play environments)

Unit: Employability Skills

Competency: Develop a career plan

Competency Builders:

Identify current interests and aptitudes
Identify common barriers to employment
Describe strategies to overcome employment barriers
Locate resources for finding employment
Research job trends
Identify career options
Identify advantages and disadvantages of career options (in addition to other than monetary)
Identify job requirements
Investigate education/training opportunities
Evaluate personal strengths and weaknesses

Competency: Prepare for employment

Competency Builders:

Identify traditional and non-traditional employment sources
Identify present and future employment opportunities (by geographic location)
Research job opportunities, including non-traditional careers
Compare salary ranges and benefit packages
Compile occupational profile
Identify rights and responsibilities of equal employment opportunity laws
Design resume and cover letter
Target resume
Secure references
Investigate generic and specific employment tests (e.g., civil service exam; drug screening)
Use follow-up techniques to enhance employment potential
Demonstrate legible written communication skills using correct grammar, spelling, punctuation, and concise wording
Describe methods for handling illegal questions on job application forms and during interviews
Write letter of application
Research prospective employer and services performed
Explain critical importance of personal appearance, hygiene, and demeanor
Interpret job description
Demonstrate appropriate interview question and answer techniques
Demonstrate methods for handling difficult interview questions
Evaluate job offers
Write letter of acceptance
Write letter of declination
Demonstrate good listening skills
Ask for the job tactfully
Participate in extracurricular activities (e.g., student government, community projects,)

Competency: Evaluate the importance of self-esteem as an employability skill

Competency Builders:

Identify factors that affect self-esteem
Compare effects of low self-esteem and high self-esteem
Identify strategies to promote positive self-esteem

Competency: Demonstrate job retention skills

Competency Builders:

Identify employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
Exhibit appropriate work habits and attitude
Demonstrate ability to set priorities
Identify behaviors to establish successful working relationships
Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age
Identify opportunities for advancement
List reasons for termination
List consequences of being absent frequently from job
List consequences of frequently arriving late for work
Demonstrate interpersonal relations skills (i.e., verbal and written)
Demonstrate negotiation skills
Demonstrate teamwork
Follow chain-of-command
Exhibit appropriate job dedication

Competency: Demonstrate knowledge of work ethic

Competency Builders:

Define work ethic
Identify factors that influence work ethic
Differentiate law and ethics
Describe how personal values are reflected in work ethic
Describe how interactions in the workplace affect personal work ethic
Describe how life changes affect personal work ethic

Competency: Exhibit appropriate work ethic

Competency Builders:

Use time-management techniques
Avoid personal activity during work hours
Attend work as scheduled
Adhere to company and/or governmental policies, procedures, rules, and regulations
Exercise confidentiality
Demonstrate appropriate human relations skills
Adhere to rules of conduct
Accept constructive criticism
Offer constructive criticism
Take pride in work
Resolve conflict
Manage stress
Avoid sexual connotations and harassment
Adjust to changes in the workplace
Demonstrate punctuality
Assume responsibility for personal decisions and actions
Take responsibility for assignments
Follow chain-of-command

Competency: Apply decision-making techniques

Competency Builders:

Identify decision to be made
Identify ownership of decision to be made
Identify possible alternatives and their consequences
Make decisions based on facts, legality, ethics, goals, and/or culture
Apply time factor(s)
Present decision to be implemented
Evaluate decision made
Take responsibility for decision

Competency: Apply problem-solving techniques

Competency Builders:

Identify problem
Select appropriate problem solving tools/techniques
Identify root problem cause(s)
Track root problem cause(s)
Identify possible solutions and their consequences (e.g., long term, short term, crisis)
Use resources to explore possible solutions to problem
Contrast advantages and disadvantages of each solution
Identify appropriate action
Evaluate results
Identify post-preventive action

Competency: Exhibit characteristics for job advancement

Competency Builders:

Display positive attitude
Demonstrate knowledge of position
Perform quality work
Adapt to changing situations and technology
Demonstrate capability/responsibility for different positions
Identify characteristics of effective leaders
Identify opportunities for leadership in work place/community
Demonstrate initiative to affect change in workplace
Participate in continuing education/training program
Responds appropriately to criticism from employer, supervisor, or other employees
Exhibit awareness of corporate culture
Prepare for job setbacks
Exhibit continual growth based on performance evaluation
Set realistic goals

Unit: Professionalism

Competency: Project professional image

Competency Builders:

Define professionalism
Exhibit professional appearance
Exhibit professional manners
Project professional attitude
Identify individuals' vital role in organization
Exhibit proper etiquette in professionally-related situations

Competency: Achieve individual and professional goals

Competency Builders:

Set flexible, realistic, and measurable goals
Identify potential barriers to achieving goals
Identify strategies for addressing barriers to goal achievement
Breakdown long-term goals into short-term goals
Prioritize goals
Commit to goals
Adjust goals
Obtain support for goals
Reward goal achievement

Competency: Manage personal finances

Competency Builders:

Explain need for personal management records
Balance checkbook
Identify tax obligations
Analyze how credit affects financial security
Compare types and methods of investments
Compare types and methods of borrowing
Compare types and methods of insurance
Compare types of retirement options/plans
Identify discriminatory vs. non-discriminatory expenditures

Competency: Support community well-being

Competency Builders:

Identify environmental, educational, and social issues
Participate in social and/or community activities

Competency: Achieve organizational goals

Competency Builders:

Evaluate personal goals in relation to organizational goals
Monitor progress by evaluating feedback
List responsibilities in relation to organization goals
Accomplish assigned tasks
Exercise responsibility in relation to organizational goals
Set appropriate personal performance standards
Communicate goals with supervisor and peers
Demonstrate knowledge of products and services
Promote organizational image and mission

Competency: Demonstrate positive relations in the workplace

Competency Builders:

Identify personality types of self and other
Identify various management styles
Support employer expectations
Support employer decisions
Accept constructive criticism
Give constructive feedback
Adapt to changes in workplace
List factors to consider before resigning
Write letter of resignation

Competency: Manage stressful situations

Competency Builders:

Accept stress as part of daily life
Identify personal and professional factors contributing to stress
Describe physical and emotional responses to stress
Evaluate positive and negative effects of stress on productivity
Identify strategies for reducing stress
Implement strategies to manage stress
Create strategies for developing and maintaining support systems

Competency: Analyze effects of family on work and work on family

Competency Builders:

Identify how family values, goals, and priorities are reflected in work place
Identify responsibilities and rewards associated with paid and non-paid work
Identify responsibilities and rewards associated with families
Explain how family responsibilities can conflict with work
Explain how work can conflict with family responsibilities
Explain how work-related stress can affect families
Explain how family-related stress can affect work
Identify family support systems and resources
Identify work-related support systems and resources
Communicate with family regarding work

Competency: Apply lifelong learning skills

Competency Builders:

Define lifelong learning
Identify factors that cause need for lifelong learning
Analyze effects of change
Identify reasons why goals change
Describe importance of flexibility and adaptability
Evaluate need for continuing education/training

Competency: Manage professional development

Competency Builders:

Identify career opportunities
Modify career plan
Participate in continuing education/training opportunities
Document continuing education/training
Read profession-related manuals, technical journals, and periodicals
Attend meetings, workshops, seminars, conferences, and demonstrations
Participate in professional organizations
Build personal/professional mentor relationship
Build personal/professional support system
Build professional network
Strengthen communication skills
Strengthen leadership skills
Strengthen management skills

Unit: Teamwork

Competency: Demonstrate knowledge of teamwork

Competency Builders:

Define empowerment
Differentiate work groups and teams
Identify conditions essential to teamwork (e.g., brainstorming)
Explain influence of culture (e.g., corporate, community) on teamwork
Identify appropriate situations for using teams
Define team structures (e.g., cross functional, quality improvement, task force, quality circles)
Identify team building concepts
Describe characteristics and dynamics of teams
Identify characteristics of effective team leaders and members
Identify responsibilities of a valuable team member
Identify methods of involving each member of a team
Explain how individuals from various backgrounds contribute to work-related situations (e.g., technical training, cultural heritage)
Explain the purpose of facilitators
Define consensus
Define reward/recognition system

Competency: Demonstrate teamwork

Competency Builders:

Identify purpose of team and intended goal (include time frames)
Structure team around purpose
Define responsibilities of team members
Contribute to efficiency and success of team
Work toward individual and team milestones
Analyze results of team project
Facilitate a team meeting
Assist team member(s) with problem
Monitor time frame
Stress continuous improvement
Accept failure as part of learning

Competency: Use teamwork to solve problems

Competency Builders:

Identify appropriate situations for using teams
Use problem-solving process in a team setting
Identify quality management processes/techniques
Identify quality assurance processes/techniques
Prepare presentation

Competency: Conduct team meetings

Competency Builders:

Plan agenda
Schedule meeting and location
Invite appropriate personnel
Solicit outside speakers as needed
Assign someone to take minutes
Facilitate introductions
Invite questions and comments and group participation
Focus team on agenda items
Assign appropriate action, time frame and accountability to tasks
Monitor time
Close meeting on time
Publish minutes in timely manner
Set ground rules
Avoid placing individual agendas above the group's agenda

Unit: Computer Literacy

Competency: Describe personal computer operations

Competency Builders:

Explain how data is stored in main computer memory
Explain how computer system executes program instruction
Explain computer storage capacity
Explain how data is represented
Describe data storage techniques
Identify types of memory

Competency: Operate computer hardware

Competency Builders:

Practice proper media handling techniques
Identify hardware and its use
Use hardware (e.g., mouse, modems, touch screen, printers, digitizers, scanners)
Keyboard efficiently
Demonstrate basic care of hardware
Explain need for and application of security levels/procedures

Competency: Use software

Competency Builders:

Define software types and functions
Perform functions necessary to operate software
List advantages and disadvantages of integrated and dedicated software
Operate system software
Demonstrate basic use of spreadsheets
Demonstrate word processing skills
Demonstrate basic use of databases
Demonstrate system commands
Apply security levels/procedures while handling sensitive data

Unit: Documentation

Competency: Demonstrate proficiency in technical documentation

Competency Builders:

Record data
Maintain test logs
Compile cumulative reference notebook/record

Competency: Demonstrate proficiency in technical report writing

Competency Builders:

Write out procedures
Design charts and graphs
Outline reports
Write reports
Present resports
Complete equipment failure reports
Compose technical letters and memoranda
Write formal reports
Demonstrate ability to use cross reference/technical manuals

Unit: Infection Control and Risk Management

Competency: Comply with local, state, and federal regulations

Competency Builders:

Explain state and federal governmental roles in universal precautions as outlined by the Centers for Disease control (CDC)
Comply with Occupational Safety and Health Administration (OSHA) regulations
Explain purpose of Material Safety Data Sheets (MSDS)
Comply with Environmental Protection Agency (EPA) regulations
Report communicable diseases to local health authorities
Use precautions to prevent contamination
Demonstrate use of fire and safety equipment
Correct safety hazards
Write incident reports for accidents or safety infractions

Competency: Comply with environmental safety standards, accident prevention methods, and disaster plans

Competency Builders:

Observe environmental safety rules of facility
Identify potential hazardous situations
Explain universal precautions to transmission of infectious diseases (e.g., HIV/AIDS, hepatitis)
Identify fire prevention methods, fire control, fire alarm systems, and fire reporting procedures
Demonstrate use of fire extinguisher
Identify facility disaster plan
Demonstrate safety precautions for using equipment
Demonstrate safety precautions for using liquids and poisonous substances
Conduct safety inspection of client area
Correct safety hazards (e.g., spills)
Complete incident reports for accidents or safety infractions
Identify legal implications of accidents in health care facility
Explain potential sources of hazards, (e.g., fire, electrical, chemical, biological, radioactive)
Follow procedures for hazardous situations (e.g., eye and face wash, shower, fire extinguishers)
Store materials properly
Label materials properly
Follow manufacturer's instructions for safe operation of all equipment and instruments

Competency: Maintain personal safety and hygiene

Competency Builders:

Use universal precautions
Demonstrate isolation techniques
Wash hands aseptically
Use eye/faceshield protection
Wear gloves
Wear mask
Wear uniform or professional attire
Apply principles of aseptic techniques and sterility
Practice proper hygiene
Immunize self against communicable diseases
Complete incident reports as required
Demonstrate proper body mechanics
Demonstrate safe and effective sterilizing methods for instruments and equipment
Demonstrate safe and effective use of safety equipment
Identify at-risk behaviors which promote the spread of HIV/AIDS and/or hepatitis
Differentiate fact from fallacy regarding the transmission of HIV/AIDS and hepatitis
Identify principles of ergonomics
Identify common causes of back injuries
Demonstrate proper body mechanics involved in lifting, moving, transferring, ambulating, and positioning patient

Competency: Maintain infection control of work area

Competency Builders:

Identify modes of transmission of infection
Identify methods for preventing infection transmission
Differentiate between bacteriostatic and bacterialcidal
Identify disinfection techniques
Define "nosocomial infection"
Identify terms related to cleaning and disinfecting
Outline measures to be taken to clean and disinfect
Outline flow of dirty equipment and materials
Contain used linens
Isolate contaminated linens
Clean work areas
Disinfect work areas

Competency: Apply aseptic and sterilizing principles

Competency Builders:

Read and follow manufacturer's instructions for safe operation of all equipment and instruments
Maintain infection control
Prescrub instruments
Disinfect instruments
Sterilize instruments
Operate sterilizing equipment
Store sterilized equipment and supplies
Maintain quality-control log
Define asepsis
Identify methods for sterilizing and disinfecting reusable equipment
Define spore strip and how it is used to guarantee sterilization
Explain why dating of sterilized equipment is necessary
Explain why proper documentation of disinfection and sterilization procedures is necessary

Competency: Dispose of waste materials in compliance with government regulations

Competency Builders:

Practice safe, sanitary, and sterile procedures
Dispose of noninfectious waste
Dispose of infectious waste
Dispose of hazardous waste
Dispose of controlled substances
Dispose of needles and sharp instruments properly

Competency: Demonstrate isolation techniques

Competency Builders:

Describe different types of isolation
Demonstrate mask, gown, and gloving techniques
Demonstrate use of protective eyewear/faceshield
Demonstrate double bagging technique
Demonstrate procedures for disposal of soiled materials
Provide care for patient using isolation technique
Collect specimen from isolation patient
Disinfect isolation unit

Competency: Maintain patient safety

Competency Builders:

Apply restraints (e.g., soft, vest)
Monitor use of restraints
Utilize gait belt
Assist patient to walk with assistive ambulation devices
Demonstrate safe usage of patient transport equipment
Demonstrate safe handling of patient medical equipment (e.g., IV's, catheters, oxygen tubing)
Identify proper bed height
Position patient maintaining proper body alignment, supporting body parts
Demonstrate patient transfer techniques
Identify safety needs of medicated patient
Demonstrate usage of side rails
Identify placement of patient call device
Orient patient to surroundings

Competency: Explain sexually transmitted diseases (STDs)

Competency Builders:

Differentiate fact from fallacy regarding the transmission and treatment of STDs
Identify community resources and services available to victims of STDs
Identify at-risk behaviors which promote the spread of AIDS
Describe infection control techniques designed to prevent the spread of STDs

Competency: Practice quality control

Competency Builders:

Identify quality control parameters
Maintain quality control parameters
Prepare quality control charts and graphs
Calculate means, standard deviations, and coefficients of variation
Identify trends, shifts, and "out of control" situations
Address "out of control" situations
Identify bias in control systems
Maintain quality control procedure manual (including laboratory policies; laboratory organization and personnel definition; procedure for collection, labeling, andtransportation of specimens; work sheets; log books, and reporting of results; instructions for processing specimens; laboratory saftey related to biological, chemical, mechanical, and electrical hazards and the disposal of contaminated materials; monitoring quality control of equipoment, media, reagents, and stains)

Competency: Conduct proficiency testing

Competency Builders:

Explain rules and regulations regarding proficiency testing (i.e, acceptable parameters for constituents, laboratory areas address by proficiency testing, and rules of inspecting agencies and Medicare-approved systems)
Explain the construction of blind and double-blind studies
Compare peer results
List sources of proficiency testing materials
Process proficiency testing materials

Unit: Medical Terminology

Competency: Use common medical symbols, abbreviations, and acronyms

Competency Builders:

Identify commonly used symbols (e.g., O_2)
Write out full names of commonly used acronyms (e.g., IV, PACU, IPPB, CPAP)
Write out full names of commonly used abbreviations (e.g., bx= biopsy)
Spell medical terms correctly
Demonstrate use of Roman numeral system

Competency: Demonstrate knowledge of medical terminology

Competency Builders:

Define, spell, and pronounce basic Greek and Latin prefixes and suffixes
Spell basic Greek and Latin prefixes and suffixes
Pronounce basic Greek and Latin prefixes and suffixes
Identify principal terms relating to the body as a whole (e.g., ambulation, hypothermia)
Define terms related to the integumentary system
Define terms related to the skeletal system
Define terms related to the muscular system
Define terms related to the nervous system
Define terms related to the circulatory/cardiovascular system
Define terms related to the lymphatic system
Define terms related to the respiratory system
Define terms related to the digestive system
Define terms related to the endocrine system
Define terms related to the urinary system
Define terms related to the reproductive system
Define terms related to the senses
Define terms related to immunology
Define terms related to pathology

Unit: Anatomy, Physiology, and Pathology

Competency: Demonstrate general knowledge of basic chemistry

Competency Builders:

Identify elements on periodic table
Design simple chemical formulas
Contrast atoms verses molecules
Define synthesis, decomposition, and exchange reactions
Define diffusion, filtration, and osmosis
Differentiate between acids and bases

Competency: Demonstrate general knowledge of the human body

Competency Builders:

Define anatomy and physiology and explain their relationship
Describe the anatomical position
Identify body directions, planes, and cavities
Name the major organ systems and their functions
Classify major organs by the organ system they are within
Define cell composition, shape and size
Identify cell regions and organelles and explain their function
Identify basic life processes of cell division and transportation
Identify the four major tissue types, their function and subtypes
Define neoplasm and distinguish between benign and malignant
Describe effect of aging across the lifespan

Competency: Demonstrate knowledge of the integumentary system

Competency Builders:

List the functions of the integumentary system
Describe skin's response to touch/pressure, temperature, and pain
Name the layers of the skin
Identify structures associated with the skin, hair, hair follicle, sebaceous gland, and sudoriferous gland
Name the major body membranes
Identify common skin disorders
Describe common types of skin lesions

Competency: Demonstrate knowledge of the skeletal system

Competency Builders:

List functions of the skeletal system
Name methods of classifying bone
Identify bone types within each classification method
Explain the structure and function of a long bone
Describe the composition of bone
Define function and dysfunction of bone marrow
Explain the process of bone formation and growth
Identify major bones of the human skeleton
Name types of bone markings and their associated terms
Define joint and describe the typical structure of a joint
Name categories of joints
Compare the amount of movement allowed by each type of joint
Define types of motion
Identify various types of fractures
Identify the various methods of correction for fractures
Identify common disorders and injuries of bones and joints

Competency: Demonstrate knowledge of the muscular system

Competency Builders:

Identify types of muscle tissue
Describe muscle contraction
Define the parts of a muscle and explain major muscle types
Define muscle tone, isotonic and isometric contractions
Name types of movements produced by skeletal muscle contractions
Identify the major muscles of the human body
Identify common abnormal conditions of the muscles
Identify origin, insertion and function of muscles
Describe common disorders and injuries of the muscles

Competency: Demonstrate knowledge of the nervous system

Competency Builders:

Describe the general functions of the nervous system
Identify the main parts of the nervous system
Name principle cell types that compose the nervous system
Describe the neuron, its function, and the existing types of neurons
Describe the neuralgia, its function, and the existing types of neuralgia
Define ganglia, nuclei, tracts and nerves, noting their differences
Describe the events of the nerve impulse
Identify parts of the brain
Describe structures and functions of the various parts of the brain and spinal cord
Explain function of the autonomic nervous system and its divisions
Describe common disorders and injuries of the nervous system

Competency: Demonstrate knowledge of the circulatory/ cardiovascular system

Competency Builders:

Identify the structures and functions of the heart
Trace the pathway of blood through the heart
Describe routes of blood circulation
Define blood pressure, pulse, systole, diastole and cardiac cycle
Describe the pathway of impulses through the heart's conduction system
List factors that influence heart rate
Identify the structure and function of the blood vessels - arteries, veins and capillaries
Identify major blood vessels
Identify structures involved in fetal circulation
Identify several pulse points
Identify major components of blood
Identify the blood types
Describe the blood clotting process
Describe common disorders of the circulatory/cardiovascular system

Competency: Demonstrate knowledge of the lymphatic system

Competency Builders:

Name the structures composing the lymphatic system
Identify the functions of the lymphatic system
Explain the relationship between the lymphatic system and the cardiovascular system
Explain the immune response in relationship to the lymphocytes
Define antigens
Define antibodies and ways in which antibodies act against antigens
Differentiate between active and passive immunity
Describe common disorders of the lymphatic system

Competency: Demonstrate knowledge of the respiratory system

Competency Builders:

Identify major respiratory system organs and structures describing the function of each
Describe the function of major respiratory system organs and structures
Define cellular respiration, external respiration, internal respiration, ventilation, expiration and inspiration
Describe the process of gas exchange in the lungs and the tissues
Explain role of the respiratory muscles in breathing
Identify brain areas involved in the control of respiration
Explain respiratory volumes and capacities
Describe a common disorders and injuries of the respiratory system

Competency: Demonstrate knowledge of the digestive system

Competency Builders:

Identify the structures and functions of the digestive system
Describe the mechanisms of mastication, swallowing, vomiting and defecation
Define anabolism and catabolism
Define basal metabolic rate and total metabolic rate
Describe common disorders of the digestive system

Competency: Demonstrate knowledge of the endocrine system

Competency Builders:

Differentiate between endocrine and exocrine glands
Identify major endocrine glands and hormones produced by each
Explain response of body systems to hormones
Describe common endocrine gland disorders

Competency: Demonstrate knowledge of the urinary system

Competency Builders:

Identify components of the urinary system
Explain the functioning of the urinary system
Identify nitrogenous waste found in the urine
Explain how water and electrolyte balance is maintained by the body
Define micturition
Explain how micturition occurs
Describe common disorders of the urinary system

Competency: Demonstrate knowledge of the reproductive system

Competency Builders:

Explain the general function of the reproductive system
Identify major organs of the reproductive system
Describe the phases of the menstrual cycle
Explain the process of meiosis, spermatogenesis, and oogenesis
Identify stages of embryonic development
Explain the physiology of childbirth
Describe common disorders of the reproductive system

Competency: Demonstrate knowledge of the senses

Competency Builders:

Identify major structures and functions of vision, hearing, balance, smell, taste, and touch
Define refraction, accommodation, real image, and emmetropic
Describe common disorders and injuries of the senses

Competency: Demonstrate knowledge of immunology

Competency Builders:

Explain the immune response in relationship to the lymphocytes
Define antigens and antibodies
Explain the differences among the five major classes of antibodies
Describe the relationship between antigens and antibodies
Differentiate between active and passive immunity
Describe common immunodeficiencies, allergies, and autoimmune disorders

Unit: Medical Law and Ethics

Competency: Comply with medical law and ethics

Competency Builders:

Differentiate between legal and ethical behavior
Explain terms, principles, and characteristics of legal and ethical behavior
Explain state and federal rules and regulations governing the practice of the profession
Explain legal ramifications of breaching rules and regulations
Explain effects of unethical and/or unlawful behavior of health care professionals
Practice within the role and scope of the profession as defined by law, job description, and facility/arena of practice

Competency: Exhibit ethical behavior

Competency Builders:

Describe ethical dilemma in health care (e.g., death and dying, medical ethics committees)
Explain health care professional's responsibility in situations of patient abuse and neglect
Explain health care professional's responsibility in situations of coworker chemical addition
Identify personal, societal, and global implications of substance use and abuse
Explain effects of unethical behavior of health care professionals

Competency: Describe legal ramifications of misconduct

Competency Builders:

Explain terms, principles, and characteristics of legal and ethical behavior
Explain legal and ethical ramifications of breaching patient confidentiality

Competency: Practice discretion regarding patient information

Competency Builders:

Identify components of Patient Bill of Rights
Communicate patient's rights
Identify patient's rights and responsibilities
Describe reasons for sharing patient information
Identify appropriate persons to whom information can be released
Describe methods of maintaining confidentiality
Explain truth-in-ending law
Explain anatomical gift act
Explain advance directives
Explain living will
Explain informed consent
Identify reasons for termination of patient services
Explain consequences of noncompliance with physician's recommendations
Explain remuneration
Describe impact of communicable diseases
Describe the importance of proper sample identification

Competency: Practice personal professional protocol with medical community

Competency Builders:

Explain process of certification/licensure of health professionals
Comply with tax requirements
Maintain integrity of personal files
Explain the statute of limitation
Identify ownership of medical records
Maintain procedures for legal access to patient and/or records
Investigate professional liability coverage options

Unit: Psychology of Stress

Competency: Analyze factors that influence a patient's response to stress

Competency Builders:

Explain stress as a concept
Differentiate between stress and stressors
Explain how an individual's perception of stress influences his response to stressors
Explain how internal and external mitigating factors influence one's response to stress
Identify coping mechanisms used to decrease stress
Identify biological adaptive responses to stress

Competency: Analyze physiological response to stress

Competency Builders:

Describe the stress response on the autonomic nervous system, endocrine system, cardiovascular system, renal system, respiratory system, and hemopoietic system
Explain how the internal and external non-specific mitigating factors relate to the physiological stress response
Differentiate between immune systems response to stressors in children and adults
Explain how the concept of stress relates to activation of the disease process

Competency: Analyze psychological response to stress

Competency Builders:

Identify psychological stressors
Describe the relationship between personality types and the stress response
Summarize the primary and secondary appraisal of a stressor
Differentiate between cognitive and behavioral coping mechanisms
Differentiate among problem-focused, emotion-focused, and appraisal-focused coping in relation to stressors
Identify a patient's ability to cope with stress based on individual and stressor characteristics
Identify types of coping strategies
Identify selected defense mechanisms
Summarize ineffective coping behaviors
Explain the psychobiologic response of anxiety as it relates to stress
Describe the disequilibrium associated with response to stressors

Competency: Provide care for a patient with an ineffective coping response

Competency Builders:

Assess psychological responses to stress in a patient
Promote exploration of feelings when providing nursing care
Describe strategies to assist in stress reduction
Implement strategies to assist in stress reduction
Evaluate selected nursing interventions and suggest alternative measures

Unit: Psychology of Human Relations

Competency: Explain human growth and development

Competency Builders:

Describe characteristics of growth and development from conception to birth
Describe characteristics of growth and development from birth through preschool
Describe characteristics of growth and development from school age through adolescence
Describe characteristics of growth and development of the adult through the life span

Competency: Demonstrate appropriate communication techniques

Competency Builders:

Identify components of provider-client relationship
Identify ways to cope with stress
Identify uniqueness of individual (e.g., cultural, generational, social, ethnic)
Treat clients with respect and dignity
Identify assertive and aggressive responses
Differentiate between acceptable and unacceptable touching
Identify barriers to communication

Competency: Establish rapport

Competency Builders:

Describe proper manner for greeting a patient
Adapt communication to individual's ability to understand (e.g., functioning level, emotional state, and educational level)
Respond to verbal and nonverbal communication
Serve as liaison between physician, patient, and others
Solicit patient's understanding of communication
Translate medical terms into language patient can understand
Interpret patient's reaction to illness and disability
Describe individual, cultural and socioeconomic differences in people
Identify methods in which to communicate with patients or responsible party with sensory disorders
Support patient/responsible party during the grief process
Orient patient to policies, facilities, and staff
Respond to patient/responsible party in a therapeutic manner
Identify patient personality types
Treat patient with empathy and impartiality
Support patient's right to make decisions regarding care
Encourage ventilation of patient/responsible party's feelings

Competency: Follow established procedures for communication and documentation

Competency Builders:

Transmit reports of patient status
Demonstrate basic computer skills
Complete interdepartmental requisitions (e.g., therapies, procedures, tests)
Complete an incident report
Monitor accuracy in all communications
Initiate medical records according to institutional policies
Maintain medical records according to institutional policies
Identify need for documenting and reporting
Interpret patient-related documents participate in team conferences
Report change in patient status
Clarify physicians orders
Differentiate charting methods
Respond to request for service
Respond to request from patient's funding source
Notify patient or responsible party of changes required in treatment plan
Write instructions for use of patient equipment (e.g., orthosis, prosthesis)
Write instructions for a home therapy program
Witness a consent form
Create an informational display

Competency: Document patient progress

Competency Builders:

Record current treatment rendered and patient response
Include parameters in notes (e.g., subjective, objective, assessment, plan)
Use correct grammar, spelling, and approved abbreviations
Secure appropriate signatures
Write legibly
Use appropriate resources

Unit: First Aid and Medical Emergencies

Competency: Use emergency procedures

Competency Builders:

Identify emergency procedures
Contact local emergency assistance
Demonstrate first responder procedures
Acquire first aid certification
Acquire CPR certification

Competency: Perform first aid

Competency Builders:

Assist with first aid for wounds or fractures
Administer first aid to control bleeding
Administer first aid for shock
Administer first aid for burn patient
Assist with first aid for poisoned patient
Assist with choking patient
Assist with patient having seizure
Assist with syncopal patient

Competency: Maintain cardiopulmonary resuscitation (CPR) according to accrediting agency standards

Competency Builders:

Update CPR certification
Administer CPR to infants and children
Administer CPR to adults
Administer care for obstructed airways for infants, children, and adults

Competency: Respond to medical emergencies

Competency Builders:

Identify patient
Perform head to toe patient assessment
Assess patient needs
Describe signs and symptoms of emergency situations
Identify basic emergency equipment
Take appropriate action

Unit: General Administrative Duties

Competency: Perform scheduling and recordkeeping duties

Competency Builders:

Schedule patient appointments
Coordinate activities with other departments
Coordinate activities with community agencies
Schedule space and equipment for therapy
Maintain daily charges for equipment/treatment
Comply with reimbursement requirements
Maintain patient files/charts
Maintain patient attendance records
Schedule reoutine equipment maintenance and repair

Competency: Perform other departmental duties

Competency Builders:

Assist in dealing with vendors
Assist in maintenance of departmental budget
Assist in writing/revising job description
Assist in writing/revising forms (e.g., home programs, documentation forms)
Maintain departmental cleanliness
Maintain inventory/supplies

Competency: Manage reception area

Competency Builders:

Prepare reception area
Greet visitors and patients
Advise patient of office hours
Manage children accompanying patient
Identify ways to communicate with patients with sensory disorders
Screen non-patient visitors
Explain delays to patients physician's fees

Competency: Demonstrate telephone handling techniques

Competency Builders:

Place calls
Record telephone messages (e.g., date, time, initial calls)
Screen calls
Transfer calls
Obtain information for return calls
Handle emergency calls
Make arrangements for patient's admission to hospital
Make patient referrals
Phone prescriptions to pharmacy

Competency: Maintain appointment schedules

Competency Builders:

Write appointments legibly
Prepare appointment calendar
Record appointments
Prepare appointment cards
Maintain recall system
Confirm appointments
Schedule outpatient diagnostic tests
Make referral appointments for patients

Competency: Maintain medical records and laboratory reports

Competency Builders:

Obtain patient information
Prepare folder
Prepare charge documentation
Explain importance of records management
File information alphabetically or numerically according to office protocol
Retrieve patient record from file
Prepare cross-reference file
Process incoming medical reports
Purge records
Prepare reports concerning patient care, condition, census, accidents, and incidents
Maintain current documentation of patient status and care
Complete immunization records
Compile patient laboratory reports
Process completed laboratory reports
Document results from reference laboratories
Verify tests ordered and test received

Competency: Prepare office communications

Competency Builders:

Compose business correspondence
Edit business correspondence
Transcribe letters from dictating machine
Keyboard business correspondence
Print documents
Proofread for errors in correspondence
Complete appropriate consent forms
Address envelopes
Process incoming mail
Maintain files for correspondence
Classify outgoing mail
Label outgoing mail

Competency: Use office equipment

Competency Builders:

Operate calculator
Operate checkwriter
Operate computer
Operate copy machine
Operate fax machine
Operate multi-line telephone system

Competency: Demonstrate knowledge of different payment systems

Competency Builders:

Identify required procedures for private carriers
Identify required procedures for non-insured patients
Identify required procedures for health maintenance organization (HMO)
Identify required procedures for preferred provider organization (PPO)
Identify required procedures for independent practitioner association (IPA)
Identify required procedures for U.S. government employees (CHAMPUS)
Identify required procedures for Aid to Dependent Children (ADC)
Identify required procedures for general assistance (GA)
Identify required procedures for Medicare
Identify required procedures for Medicaid
Identify required procedures for worker's compensation

Competency: Perform diagnostic coding

Competency Builders:

Stay current with diagnostic coding changes
Complete forms for international classification of diseases (ICD-9 CM)
Complete forms for current procedural terminology (CPT)
Complete forms for health care procedural code (HCPC)
Complete forms for diagnostic related groups (DRG)
Complete forms for J-codes

Competency: Process insurance claims/forms

Competency Builders:

Define primary and secondary carriers
Define third party administrators
Explain payment and rejection procedures (e.g., co-pays, deductibles, errors)
Process quick-claim forms
Use procedure codes
Log and track insurance claims/forms

Competency: Perform financial functions

Competency Builders:

Apply basic bookkeeping fundamentals
Interpret and explain fees
Arrange financial agreements
Complete ledger
Prepare account summaries
Collect fees
Issue receipts
Maintain petty cash account
Prepare bank deposits
Verify invoices
Collect delinquent bills
Collect and post payments
Process credit card transactions
Prepare checks for signature
Prepare payroll
Reconcile bank statements, cash, and/or receipts
Complete Worker's Compensation forms and Medicare/Medicaid forms
Prepare schedule of accounts receivable
Prepare schedule of accounts payable
Maintain accounts receivable
Maintain accounts payable

Unit: Basic Pharmacology

Competency: Maintain supply of medications

Competency Builders:

Check inventory stock
Contact supplier
Rotate stock
Process narcotic forms (i.e., Drug Enforcement Agency (DEA) license)
Store medications properly
Prepare expired medications for disposal
Dispose of medications properly (i.e., comply with government regulations)

Competency: Calculate dosage according to physician's orders

Competency Builders:

Verify accuracy of medical orders
Use Physician's Desk Reference (PDR)
Transcribe medication order
Calculate oral dosage
Calculate parenteral dosage
Calculate sublingual dosage
Calculate pediatric dosage
Calculate intravenous dosage and rate of flow

Competency: Instruct patients on use of medications

Competency Builders:

Provide verbal and/or written instructions for medication use
Explain use of medications (e.g., identify side effects, adverse effects, interactions)
Maintain standing orders according to physician's protocol (e.g., prescription refills)

Competency: Dispense medications according to medical orders

Competency Builders:

Identify patient
Verify patient allergies
Use reference materials
Verify accuracy of medical orders
Calculate dosages
Prepare oral medication
Identify correct anatomical sites
Prepare intramuscular, intradermal, and subcutaneous injectable medications
Prepare and administer sublingual medications
Prepare transdermal medications
Prepare inhalant medications
Prepare instillation medications
Prepare and administer topical medications
Prepare and administer rectal medications
Prepare and administer vaginal medications
Assist with administration of local anesthesia
Administer medications
Document medication administration
Document patient response to medications

Competency: Evaluate response to medication

Competency Builders:

Identify possible adverse reactions to medication
Assess patient reaction to medication
Report untoward reactions to appropriate sources
Document patient response to medication

Unit: Health Information Processing

Competency: Assemble medical records

Competency Builders:

Activate a patient's health record
Receive registration information
Update or add information
Assign number to patient or verify number already issued
Activate previous records and sign out to appropriate individual or unit
Assure security of master patient index
Prepare birth certificate according to state guidelines
Prepare fetal death certificate according to state guidelines

Competency: Perform quantitative analysis on patient's health record

Competency Builders:

Collect health records of discharged or deceased patient
Enter date of discharge or death in appropriate place
Arrange reports in correct order (e.g., laboratory reports placed in record sequence and chronological order)
Review record for correct patient identification on all pages
Review record for presence of all necessary reports

Competency: Maintain health record locator system

Competency Builders:

Complete requisition information
Perform record search through locator system
Retrieve and sign out record
Print computer record
Copy microfilm record
Update health record locator system
Forward record to appropriate location

Competency: Abstract information from a health record

Competency Builders:

Use computerized abstracting system
Perform abstract according to Uniform Hospital Discharge Data Set (UHDDS) guidelines
Verify information on abstract with health record
Document on health record that abstract has been completed
Forward abstracted information to appropriate area

Competency: Transcribes recorded dictation

Competency Builders:

Verify treatment of patient
Follow regulatory procedures for handling release of information of drug/alcohol records
Follow procedure for handing release of information of adoption records

Competency: Prepare health record for court of deposition

Competency Builders:

Verify authenticity of court order
Verify authenticity of subpoena
Verify treatment of patient
Analyze record for completeness
Notify appropriate person if the case may involve the facility, an employee of the facility, or a member of the medical staff
Remove correspondence or other reports not part of the health record
Number pages in record
Photocopy record
Obtain notarization for certification statement as needed
Notify appropriate persons as to the date of appearance
Record date of appearance in subpoena log
File legal document in a secure setting outside of original health record
Retain legal document on file in accordance with department policies/procedures

Unit: Health Information Maintenance

Competency: Trace lost record

Competency Builders:

Receive request for record
Examine sign-out log
Use computer locator system
Check area where record is supposed to be located
Search other departmental areas (e.g., transcription area, correspondence area, coding/abstracting area, microfilm area)
Forward found record to requester
Note in patient index that record, if not found, is temporarily unavailable
Recompile medical records from available ancillary departments, physicians offices, and/or any other resources

Competency: Maintain a tumor registry

Competency Builders:

Obtain health record of tumor patient
Record information into accession registry
Identify severity indicators
Initiate patient information into tumor registry master patient index
Update patient information into tumor registry master patient index
Complete tumor registry abstract form from Department of Health
Record information of a deceased patient into registry
Follow guidelines set forth by American College of Surgeons

Competency: Code diagnoses and procedures using the current modification of the International Classification of Diseases (ICD-9-CM)

Competency Builders:

Review entire record for diagnosis to be coded (physician progress notes, operational reports, labs, medical sheets, pathology reports, etc. for optimal reimbursement)
Select diagnosis according to specific guidelines (e.g., HCFA)
Use coding manual/encoder
Identify diagnosis code number(s)
Select procedures according to specific guidelines (e.g., HCFA)
Check code numbers for accuracy
Check code number for sequencing
Define concurrent coding
Contact physician for further clarification when needed

Competency: Assign Major Diagnostic Classification (MDC) and Diagnostic Related Groups (DRGs)

Competency Builders:

Receive ICD-9-CM coded record
Verify proper sequencing of diagnoses
Verify proper sequencing of procedures
Notify physician regarding questions of possible sequencing changes
Verify proper code numbers for diagnoses
Verify proper code numbers for procedures
Assign severity of illness categories
Validate DRG assignment
Validate output on UB 92 or other billing forms
Use computerized grouper to assign DRG's
Assign appropriate Major Diagnostic Classification
Assign appropriate Diagnostic Related Group within the MDC
Define DRGs

Competency: Code diagnoses and procedures using Current Procedural Terminology (CPT-4) methodology

Competency Builders:

Review outpatient record for diagnoses to be coded
Review outpatient record for procedures to be coded
Select the most appropriate diagnostic test(s) or procedure(s) which correlates to the CPT-4 coding guidelines
Contact physician for further clarification if record documentation doesn't permit exact coding
Perform concurrent coding
Check CPT-4 coding number for accuracy
Check CPT-4 coding number for sequencing
Define ASC (Ambulatory Surgery Center) payment groups
Define APGs (Ambulatory Patient Groups)
Define RBRVS (Reimbursement Based Relative Value System)

Competency: Maintain computer files

Competency Builders:

Store repetitive material
Create backup files
Store documents on disks
Revise spreadsheet formulas
Define optical disc storage
Define CPR (Computerized Patient Record)

Unit: Health Information Clerical Functions

Competency: Compose electronic correspondence

Competency Builders:

Identify need to compose correspondence
Use specified format
Compose draft of correspondence
Revise draft of correspondence
Edit for grammar, spelling, punctuation, and sentence structure
Prepare final copy of correspondence
Proofread final copy
Submit correspondence to appropriate person

Competency: Transcribe recorded dictation

Competency Builders:

Receive dictated material
Select materials to be transcribed in order of priority
Listen to recorded dictation
Transcribe materials in specified format according to departmental policies and procedures
Edit transcribed materials for accuracy and completeness
Record required transcription data on form (e.g., reference initials, date dictated, date transcribed)
Record completion of dictated material in control log
Forward completed dictated material to appropriate area

Competency: Input data on computer

Competency Builders:

Input data into spreadsheet format
Input data into graphs and charts
Input data into source documents
Input data into database files
Input data with optical character recognition equipment
Input data with voice activated equipment
Input data using peripheral equipment available (e.g., mouse, touch screen, graphics tablet, light pen, digital scanner, camera)

Competency: Distribute information

Competency Builders:

Receive data via modem
Transmit data via electronic billboard or e-mail
Monitor electronic bulletin board or e-mail
Transmit data via modem
Transmit data via facsimile machines
Transmit data via local area networks

Competency: Maintain filing system

Competency Builders:

Define filing system(s)
Maintain manual filing system(s)
Maintain cross-referencing filing system
Maintain filing system for magnetic media
Maintain filing system for storing backup copies of disks
Maintain filing system for securing classified or confidential materials

Competency: Prepare health record for microfilming

Competency Builders:

Verify all forms in record for correct name and hospital number
Remove and destroy forms not preserved by the hospital
Check for proper sequence of record
Place target sheet as top page of record to be microfilmed
Placed prepared record in appropriate area

Competency: Maintain office equipment and supplies

Competency Builders:

Perform basic office equipment maintenance
Monitor hardware and software for working condition
Assist in determining needs for software
Maintain office supplies
Update materials as mandated

Unit: Health Information Quality Control

Competency: Perform qualitative analysis on patient's health record

Competency Builders:

Review record for appropriate signatures and authentication for all entries
Review record for necessary dictation (e.g., discharge summary, history and physical exam, operative report)
Review record for completeness of information (e.g., inappropriate use of abbreviations)
Review record for accuracy of information
Record all omissions
Reroute incomplete records to responsible practitioners
Reanalyze record after appropriate individuals have had the opportunity to correct identified omissions

Competency: Prepare report for physician's incomplete records

Competency Builders:

Review physician's incomplete record file
Identify record(s) not completed within the specified time period according to medical staff by-laws, JCAHO standards, and/or applicable department of health regulations
Retrieve health records to verify delinquency
Determine if physician has received notification of incomplete record(s)
Prepare report of delinquent incomplete record(s)
Forward report to appropriate individual(s) or department(s)
Submit report to hospital administration

Competency: Evaluate procedure for release of patient information

Competency Builders:

Review procedure for release of patient information
Determine time period to be covered by evaluation
Retrieve records listed in correspondence log for specified time period
Review patient(s) authorization for release of information for appropriate signature and date
Identify any invalid patient authorization
Submit findings to appropriate individual(s)

Competency: Evaluate procedure for health record analysis

Competency Builders:

Review procedure for health record analysis
Determine time period to be covered by evaluation
Retrieve record(s) to be reviewed
Review record(s)
Identify any record with omissions
Submit findings to appropriate individual(s)
Implement new and/or revised policies/procedures subsequent to the review and analysis of the quality control study findings

Competency: Evaluate procedures for abstracting and coding

Competency Builders:

Review procedures for abstracting and coding
Determine time period to be covered by evaluation
Retrieve records to be reviewed
Reabstract record and check with original information for differences
Make necessary corrections
Recode record and check original codes for differences
Make necessary corrections
Generate change notices, where applicable, for the business/finance office if corrections have an impact on payer reimbursement to the facility
Submit findings to appropriate individual(s)
Implement new and/or revised policies/procedures subsequent to the review and analysis of the quality control study findings

Competency: Evaluate procedure for transcribing medical records

Competency Builders:

Review procedures for transcribing medical records
Determine time period to be covered by evaluation
Retrieve records to be reviewed for specified time period
Screen each report for grammar and spelling
Identify any reports with omissions or errors
Submit findings to appropriate individual(s)
Implement new and/or revised policies/procedures subsequent to the review and analysis of the quality control study findings

Competency: Perform quality review

Competency Builders:

Select and/or procure topic for quality review
Select and/or procure criteria and standards for quality review
Determine time period to be included in review
Determine number of record(s) to be selected for review
Retrieve and sign out records to be reviewed
Review each record for compliance with criteria and standards
Record findings of review
Forward report to appropriate individual(s) or committee(s)
Implement new and/or revised procedures/policies subsequent to the review and analysis of the quality review findings

Competency: Conduct utilization review process

Competency Builders:

Determine which health record(s) are to be reviewed on a daily basis
Determine the standards and/or criteria to be used per each review to be conducted
Retrieve record(s) for review
Document findings of the review
Submit reports to appropriate authority to determine the need for continued hospitalization
Re-establish a time frame for when the next utilization review will take place if continued hospitalization is authorized
Contact director for handling of termination notice(s) if continuation of hospital stay is denied
Retain data abstracted for each review per department policies and procedures

Competency: Prepare materials for accreditation

Competency Builders:

Receive notice of accreditation review
Review standards and criteria for accreditation
Complete accreditation review survey form
Obtain all materials required by the accreditation review team
Correct deficiencies prior to schedule date of accreditation review visit
Notify staff of accreditation review visit

Competency: Validate data for patient-related information system needs

Competency Builders:

Verify data was obtained from valid sources
Verify timelines of data sources
Verify completeness of data sources
Verify accuracy of data sources
Verify appropriateness of data sources
Compare data with standards (e.g., length of stay norms, Medicare mortality rate, department productivity standards)
Check data for internal consistency
Perform edit check to monitor data accuracy
Compare data with other data sources/references to determine consistency

Competency: Analyze data for patient-related information system needs

Competency Builders:

Prepare data for analysis (e.g., compile data, develop graphs, tables)
Perform departmental case-mix analysis
Analyze data in relation to regulatory and accreditation standards
Analyze case-mix payment rates (e.g., DRG) to determine reimbursement optimization
Analyze employee performance data (i.e., quality of patient care) in relation to departmental/institutional performance standards

Unit: Health Information Report Preparation

Competency: Prepare census reports

Competency Builders:

Prepare daily inpatient census report
Prepare admissions statistical report
Prepare discharge statistical report
Prepare length of stay statistical report
Prepare monthly statistical report
Analyze statistical reports
Define various statistical terms (e.g., ALOS, LOS, death rates)

Competency: Gather data to support patient-related information system needs

Competency Builders:

Conduct surveys of patients, users of data, health care providers, administrator and/or researchers
Conduct interviews with users of data, health care providers, administrators, researchers and/or others
Tabulate requests for patient related data
Abstract information from patient records for research studies
Abstract information from patient records for reimbursement
Compare claims submitted to third party payers with reimbursement received
Abstract information from patient records for disease, procedures, physician, or other indices
Abstract information from patient records for compilation of registries
Abstract information from patient records for compilation of vital statistics
Abstract information from patient related records to develop user (e.g., physician profiles)
Abstract information from patient records for quality assurance studies
Abstract information from patient records for utilization, review
Abstract information from patient records for risk management

Unit: Health Information Supervision

Competency: Design departmental services and operational systems

Competency Builders:

Develop departmental goals and objectives
Develop departmental plans
Develop departmental policies
Revise departmental policies
Develop departmental procedures
Revise departmental procedures
Develop job descriptions
Revise job descriptions
Develop transition plans for implementation of new or revised systems
Develop goals and objectives for computerized information systems
Develop inservice education programs for departmental staff
Design forms for collection of patient related data (e.g., medical record forms, quality assurance, utilization review forms)

Competency: Identify resources to support departmental operations

Competency Builders:

Determine personnel needs
Determine equipment needs
Determine supply needs
Determine space requirement needs

Competency: Execute plan(s) for implementing departmental services

Competency Builders:

Select personnel
Orient personnel
Inform organization staff of plan(s)
Implement new/revised policies and procedures
Monitor adherence to system specifications
Implement new/revised policies and procedures
Monitor adherence to system specifications
Implement new/revised information, and/or service and/or operational systems
Monitor adherence to budget (e.g., determine budget variance)
Coordinate on site review activities (e.g., PRO reviews)
Monitor changes in federal, state and local laws, regulations, and joint commission standards
Monitor policy/procedure compliance
Counsel employees
Terminate employees
Design employee staffing schedules
Maintain equipment (i.e., schedule preventive maintenance, arranged for repairs)
Coordinate educational programs for departmental and/or non departmental staff
Conduct meetings
Participate in departmental and/or institutional committees
Confer with providers and users of departmental services

Competency: Evaluate effectiveness of departmental services

Competency Builders:

Determine variation(s) from established objectives and/or standards of performance
Report progress toward achieving long and short range goals
Monitor accreditation survey results (e.g., JCAHO, Medicare)
Recommend improvement(s) in systems
Evaluate employee performance
Monitor departmental productivity
Monitor work flow